Watersun.com - Exchange & Returns Form

RETURNS POLICY

Should any item fail to meet your expectations, simply return it to us within 1 year (365 days) from the original shipping date in a new and unused condition and we will gladly exchange it, refund your merchandise price or create a credit note on your account by sending a gift certificate of the value of the original product ordered price. Refunds or replacements are processed and shipped free of charge.
Original shipping charges are not refundable. We do not charge for processing. The original shipping and handling charges are not refundable except the case where we have shipped the wrong product ordered by you.
If you have an exchange for the same dollar amount as the original purchase, no additional shipping & handling charges will be incurred.
Please note that we do not refund or exchange any returns if goods have been worn, soiled or the tags and protectors have been removed.
Return costs are the responsibility of the customer. If an order is partially refunded, and a complimentary shopping voucher has been used the value of the voucher will be proportionally deducted from the refunded amount.
Please allow between 1-2 business days for refunds to be processed once received. You will receive email notification once the garment is received and then when your refund has been processed.

THE REFUND / EXCHANGE PROCESS

Once the garment is received we will process it immediately and send notification to you. Refunds will be credited to your credit card or paypal account immediately. Exchanges will be processed immediately.
Should a requested exchange garment not be available we will contact you by email to determine whether you wish to wait for stock, or have a refund or a store credit in the form of a gift certificate. This credit will never expire. If a discount coupon was used the discounted amount is not refunded but will be applied to an exchange. If a gift certificate was used this will be re-credited and notification sent to you with the new value

HOW TO RETURN AN ITEM

Fill out the Return/Exchange Form on the tear away returns part of your shipping invoice, indicating for what you are sending back the following:
• the reason why (use the codes) ►
• and what you want done (exchange or refund or credit- use the codes). ►

Return the form with the merchandise you want exchanged/refunded/credited any way that is convenient for you. We recommend using a traceable/registered method as we do not accept responsibility for lost returns packages.
There is an address label on the bottom of the Return/Exchange Form that is provided for your convenience. Return costs are the responsibility of the customer. We regret that we cannot accept "bill recipient" or "COD" packages.
We will gladly answer any questions you might have regarding returns or service. Just email us service@watersun.com or call +61 3 9016 4460 9am - 5pm Australian EST

Return items for Order ►# Date 10-07-2008 Username: ►

Reason	Action	Qty	SKU	Description	Color	Size
►4	►1	1	WSLS7000-00	EXAMPLE	Seamist - 716	M / 12
				USE OTHER SIDE – EXAMPLE ONLY		

Reasons and actions for returns

►Reasons			► Actions
1. Would prefer another product	6. Color not as pictured	11. Wrong Size - Too small	1. Send replacement if within warranty
2. Ordered more to check size	7. Fabric not as pictured	12. Wrong Size - Too large	2. Give me a credit for future purchase
3. Wrong item shipped	8. Quality - Fabric	13. Wrong Size - Bust	3. Refund
4. Wrong item ordered	9. Quality - Workmanship	14. Other:	4. Other:
5. Late arrival	10. Quality - Defective		